

Health Care in 2022: Identifying Topics of Interest, Concern, and Hope



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April 19, 2022

Today's Speaker



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Yolanda is KAMMCO's Loss Prevention & Risk Management Advisor, interacts daily with a broad array of healthcare providers and administrators from hospitals, health systems, and physician practices that seek risk advice on various matters such as health information privacy, federal and state regulatory requirements, and policy development. Ms. Sims holds a joint degree (JD/MHA) from St. Louis University, School of Law and School of Public Health with a certification in Health Law. She is a member of the Kansas and Missouri Bar Associations, the American Society for Healthcare Risk Management, and the Association of Corporate Counsel.

Today's Agenda

- Overview of health care topics that are of interest, concern and hope in 2022.
- Offer predictions and recommendations that may prove help in terms of preparing for what's to come as the year moves along.



Topics of Interest

- ESG in Health Care
- Patient Experience in 2022



What is ESG?

Environmental

- Preservation of our natural world

Social

- Considerations of humans and our interdependencies

Governance

- Logistics or defined process for running a business or organization



Spotlighting ESG in Health Care



Baptist Health South Florida has focused on sustainability. Their green initiatives include:

- Green building practices
- Recycling more than 20 tons of waste per month
- Paperless purchases
- Sustainability educational and training events
- Community outreach to market the importance of sustainability activities

Spotlighting ESG in Health Care



UnitedHealth Group's Sustainability Report has the following social pillars:

- Expanding access to care
- Improving health care affordability
- Achieving better health outcomes
- Advancing health equity including equity and diversity in the health workforce
- Building healthier communities

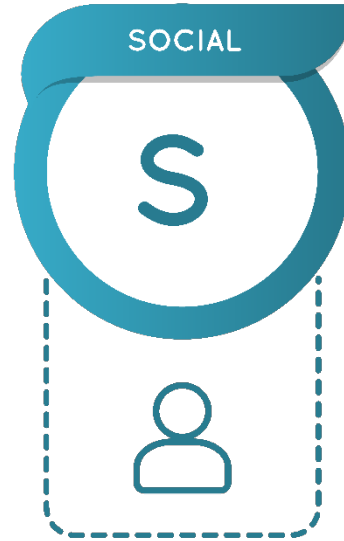
UnitedHealth Group has a variety of ESG metrics in 2020 including:

- 6 million employee volunteer hours
- 41% people of color (U.S. workforce)
- 37% of female in top management positions
- 627 diverse suppliers with average spend of \$849,000 per year
- 2 directors of color out of 10 directors
- 6,709 metric tons of waste transferred
- 19,647-megawatt renewable energy use (5% of total energy consumption)

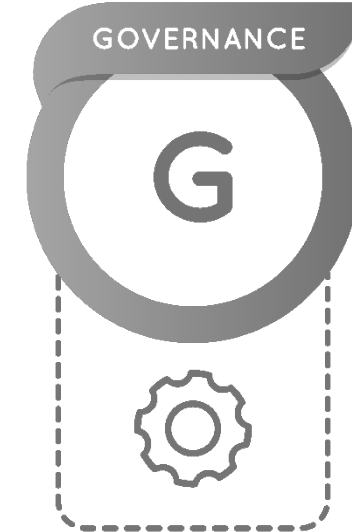
ESG Priorities in Health Care



Greenhouse gas emissions
Water consumption
Recycling
Materials including plastic use



Safety
Community impact and integration
Diversity and inclusion
Investment



Supply chain management
Board diversity
Policies
Long-term strategy

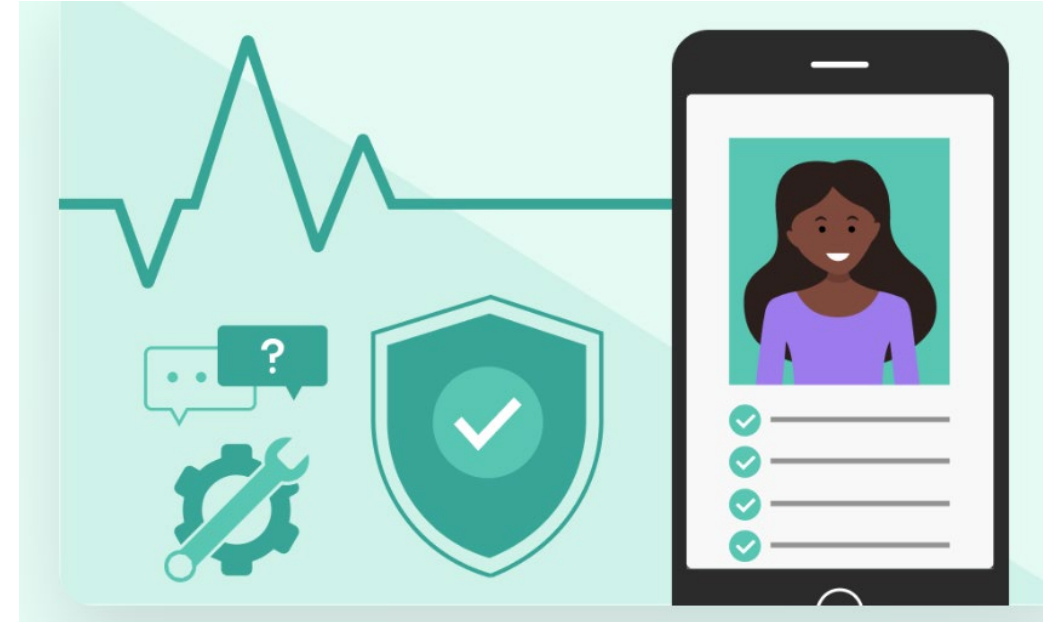
ESG Health Care Recommendations

- Transparency behind ESG activities has increased, and it's on course to become an even bigger part of the corporate agenda.
- Running a successful health care business requires a sense of communal responsibility.
- Future predictions include investors, regulators and consumers will demand ESG results.
- Future health care leaders are likely to be millennials and more than 75% think ESG is important.



Patient Experience in 2022

- Patient Empowerment
- Personalization Matters
- Patient Communication
- Convenience
- Access to Care
- Population Health/Preventative Care Models



Topics of Concern



- Cybersecurity
- Diversity, Equity and Inclusion
- Health Equity/Social Determinants of Health
- Workforce Shortages
- Supply Chain Constraints
- Future Pandemic Preparedness
- Behavioral Health/Staff Wellness

Cybersecurity

- Cyber attacks are prevalent more than ever.
- Cybercriminals can deny access to health data, disrupt care delivery and risk patient safety.
- A recent report by HHS noted that 42% of ransomware attacks in Q2 2021 involved phishing.



Cybersecurity Recommendations

- Periodically examine the strength and effectiveness of their cybersecurity practices.
- Increase or add security controls to reduce risk as appropriate.
- Identify those mission-critical operations that could cause serious business interruptions if compromised.
- Enforce multi-factor authentication.



Diversity, Equity & Inclusion in Health Care

Current Trends

- Organizational leaders in this space are reviewing their DEI goals from 2021.
- Identifying what they will be focusing on for the remainder of 2022.
- Many organizations are realizing there is more work to be done.



Diversity, Equity & Inclusion Recommendations

- Conduct an internal assessment—take time to learn, observe, gather input/data.
- Establish a diversity and inclusion team with ambassadors.
- Find the right resources to be successful.
- Create development opportunities for women and minorities.
- Make diversity and inclusion issues an everyday conversation.



Health Equity & Social Determinants of Health

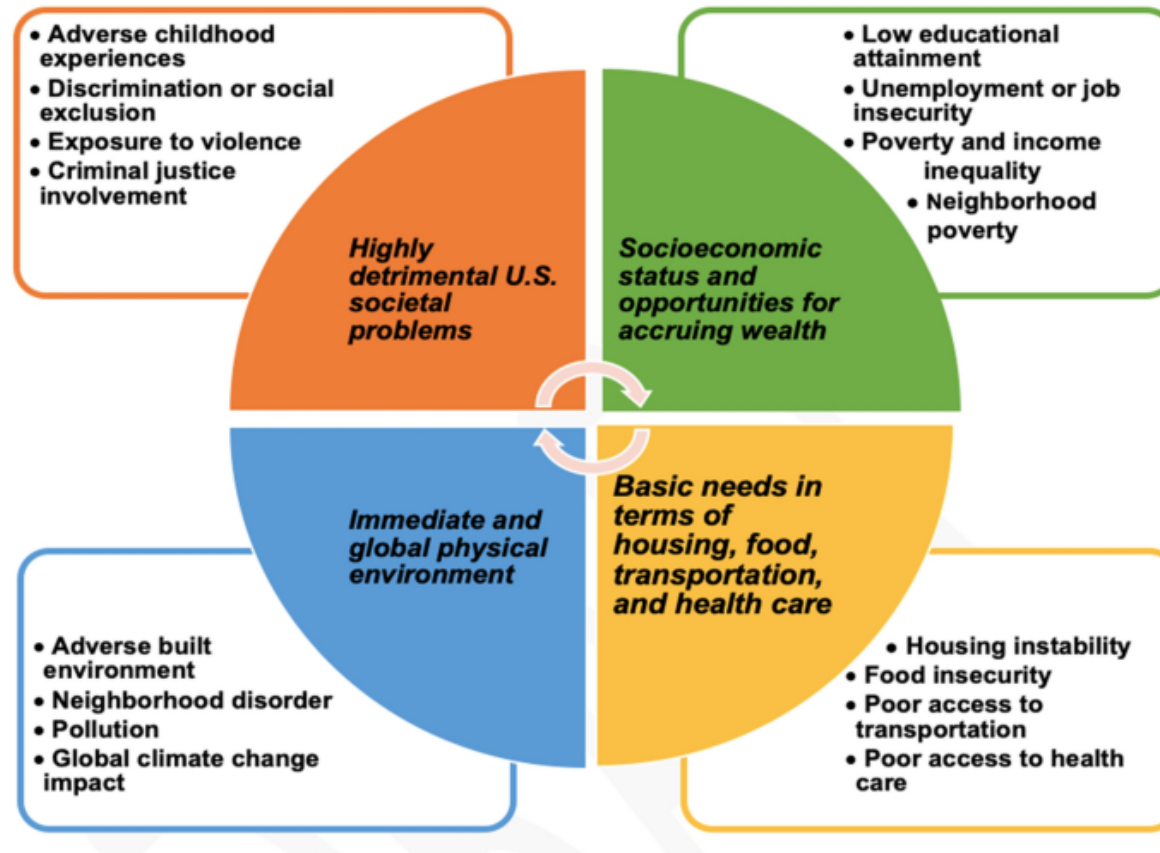


Figure. 1: The Social Determinants of Mental Health: A Descriptive Study of State Mental Health Agencies' Priorities

Recommendations for Health Equity & SDOH

- Invest in community-led solutions to address health inequity
- Use data that promotes equity-driven decision making
- Increase accountability for health equity outcomes
- Invest in a representative health care workforce



Workforce Shortages



The Workforce Wants.....

- Employees want transformational leaders who have a clear vision for their department's future.
- They want leaders who truly care about their staff and can bring the best out in others, while still respecting each individual's unique qualities and skills.



Workforce Recommendations

- Develop flexible action plans to deliver safe patient care during staff shortages, including closing units or diverting patients.
- Analyze departments or units with high turnover rates to determine whether management shortcomings, working conditions and/or other factors may be contributing to staff morale problems.
- Collaborate and recruit qualified staff from partnerships as it will prove to be a more effective long-term strategy.
- Conduct employee opinion surveys and exit interviews, using results to identify steps to improve job satisfaction.

Future Pandemic Preparedness and COVID-19 Variants

- Create structure for surge planning, decision making, and communication
- Monitoring and improvement
- Infection control preparedness
- Space and supplies
- Staffing levels
- Staff mental health and well-being



Supply Chain Recommendations

- Use relevant data for real-time tracking to understand the current conditions.
- Consider ordering early and rethinking your inventory management strategies as product lead times have increased significantly.
- Partner with a well-established group purchasing organizations (gpos) to avoid counterfeit goods.
- Work with suppliers of all sizes.
- Pay close attention to stockpiles (hospital, state and national).



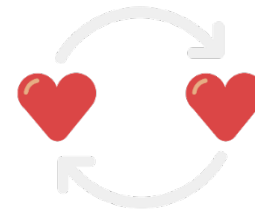
Behavioral Health and Staff Wellness



Behavioral Health in a Pandemic

Integration of primary care and behavioral health will be a priority for most organizations.

- Evidence shows medical conditions compounded by mental health conditions can dramatically increase the total cost of care.
- Consumers are demanding BH as a core service offering side-by-side with primary care.
- Outcomes data for primary care and BH together show a much more powerful outcomes statement than either alone.
- Alignment with primary care can distinguish BH providers from a crowded field and accelerate growth into new markets and partner relationships.



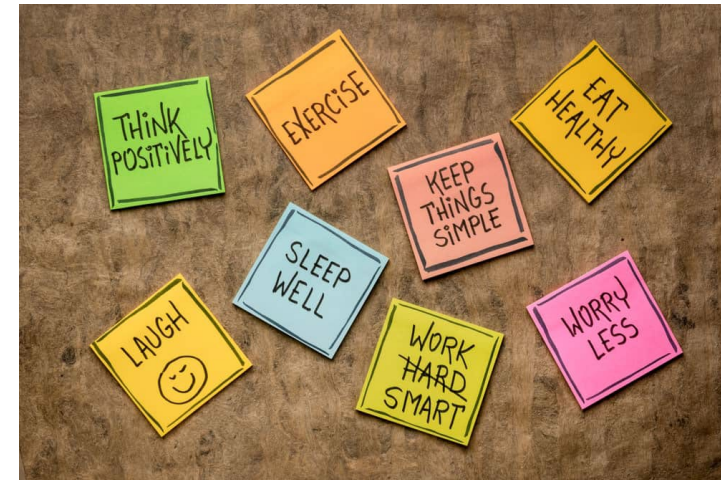
Staff Wellness

- One in five health care workers quit their job during the pandemic.
- 400 physicians in the United States die by suicide every year.
- 60% of emergency doctors feel burned out.
- Bi-partisan support passed the Dr. Lorna Breen Health care Provider Protection Act, named after a physician who died by suicide.
- In July 2022, a new national suicide hotline is set to launch.



Staff Wellness Recommendations

- Monitor workloads and schedules, including reprioritizing or eliminating non-priority assignments or tasks.
- Encourage employees to use vacation time and paid time off (PTO).
- Provide regular breaks during work hours.
- Offer flexible working arrangements, like working remotely, flex-scheduling.





Topics of Hope

Medical Innovation in 2022

- Telehealth
- Artificial Intelligence
- Remote Patient Monitoring
- Natural Language Processing (NLP)

Telehealth—Build a Sustainable Model

Telehealth will continue to prove its value well past the pandemic.

- Consider what you need to build a sustainable model.
- Organizations need to hone in on those telehealth best practices that provide the best care for your patients.
- Focus on the technological need to promote equitable access to care for all patients.



Artificial Intelligence (AI) in Operating Rooms and Beyond

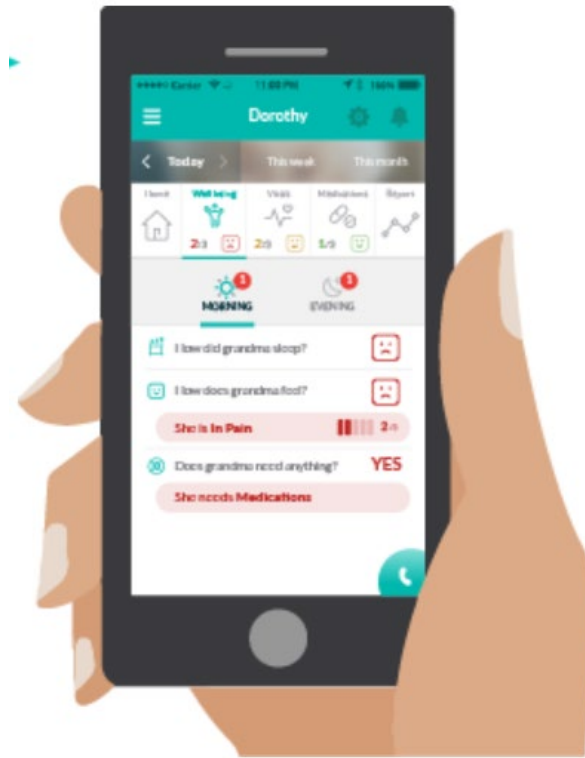
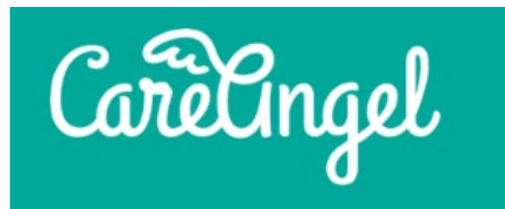
- AI defined: Augmented Intelligence
- Robotic Surgeries
- Virtual Nursing Assistants
- Various AI Tools
 - Natural Language Processing
 - Remote Monitoring



Virtual Nurse Assistants

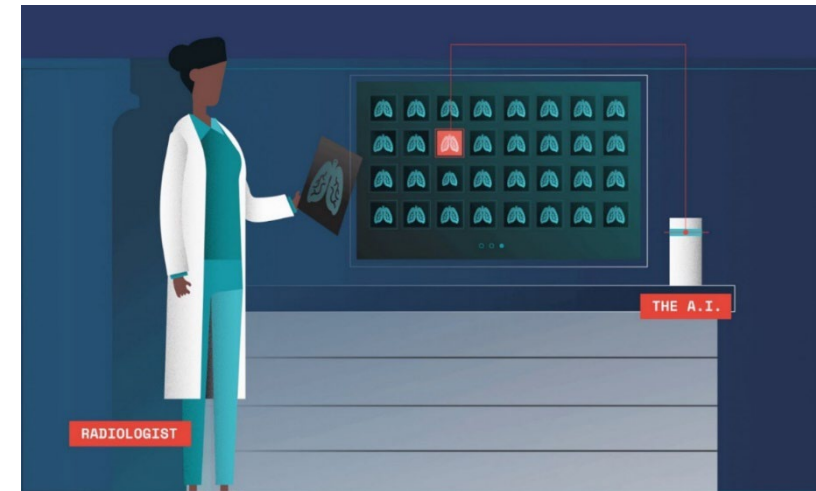
Emerging Example: Care Angel

- Patient Engagement
- Remote Monitoring
- Continuous Care Management



Remote Patient Monitoring

- Helping patients to recover from surgery at home
- Reducing hospital admissions
- Cutting down on emergency room visits



Final Thoughts.....

- Today's program is designed to update health care leaders on industry trends and inspire informed strategic planning for the future.
- Armed with information—you can make data driven decisions.
- Adopt a continuous learning mindset and become a student of the issues.
- Create strategic partnerships and alliances with trusted local, state and federal partners



Resources

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Any Questions?

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